



# IT Support with a human touch



# Real people. Dynamic support.

In an industry that is often remote or automated, we place human connection at the core of our service. We are a dedicated team with the expertise you need to navigate the digital world.



We are located within The Dock, Leicester's brand new hub for high tech, low carbon and innovative businesses.

*"I've been part of Somerbys IT since day one when I started as an IT Support Engineer. Over 25 years on, I take great pride in leading a team that not only provides a wealth of experience, but also demonstrates dedication to providing IT support with a human touch."*

**Allan Page**  
Managing Director

# IT support made easy.

We provide expert consultancy and dedicated support. Our friendly and highly-capable team remove the complexity that can surround IT projects to give you the greatest confidence in your digital infrastructure.



## Our Process



### Advice

With our wealth of experience managing IT across a range of sectors, we're perfectly placed to help you make the right decisions for your business. We can investigate a single element of your digital infrastructure, or carry out a full audit to put the right system in place for your business.

- æ **Systems Review**
- æ **Consulting**
- æ **Strategy**



### Support

Our highly trained and dedicated team go above and beyond to provide unparalleled managed service for our clients. Fast and friendly support in a language you can understand.

- æ **Fully-managed IT support**
- æ **Tailored IT support**
- æ **Preventative maintenance**
- æ **Proactive monitoring**
- æ **Asset and licensing management**



### Implementation

When it comes to constructing robust technology solutions, it can be easier said than done. We're here to design and install software and systems that are right for you and your needs. We can even handle Microsoft Office 365 licensing, billing and support – so that's one less thing for you to manage as well.

- æ **IT project delivery**
- æ **Microsoft 365 services**
- æ **Cyber security**
- æ **Connectivity and internet**
- æ **Cloud technology**

Through fast, friendly and expert support, we help businesses work smarter and more securely, utilising the very best of modern technology.

## Our Services



### Backup and Recovery

Put the right systems in place to give your people the consistency and reliability needed for them to work effectively. Make sure online operations and standard practices are structured, connected and shielded from ransomware. In the event things do go wrong, we've got you covered – our disaster recovery service will get you back up-and-running fast.



### Cloud Computing

Cloud services can help you streamline workflows or communications and find efficiencies. Give your people the tools to become a dynamic and adaptable team with access to resources from anywhere at any time. Plan for growth with scalable solutions and better manage costs. Have confidence that your digital infrastructure remains protected through timely automatic updates.

**Our experts will be able to advise you on the right solution for your business.**



### Cyber Security

We can monitor networks and assess potential threats to keep your systems secure and prevent disruptions. Firewall capabilities, advanced email protection or multi-factor authentication make sure your data is protected.

**We offer a selection of pay monthly plans so you can choose the right level of support to safeguard your business.**

# Managed Support Bundles

## First choose your level of Support

Service	Essentials	Enhanced	Premium	CORE
Who is it for?	5 to 15 employees	10 or more employees	25 or more employees	With own IT resource/manager (min 25 employees)
Features and benefits				
Reactive Support				
Unlimited Remote Support (Desktops/Laptops only)	✓			✓ <sup>(1)</sup>
Unlimited Remote & on-site Support (Desktops/Laptops and Servers)		✓	✓	✓ <sup>(1)</sup>
Emergency Out of Hours Support (critical issues)			✓	
Experienced support team with 1-hour response time SLA	✓	✓		✓
Experienced support team with 30 minutes response time SLA			✓	
IT Manager Holiday Cover				✓ <sup>(2)</sup>
Proactive Support				
Unlimited Proactive Support (preventative measures)		✓	✓	✓
Proactive Monitoring and issue resolution		✓	✓	✓
24/7 Automated Server Monitoring and Management		✓	✓	✓
Automated Patch Management for Microsoft and select brands	✓	✓	✓	✓
Backup Monitoring and Remediation	✓	✓	✓	✓
Network Monitoring		✓	✓	Option

Service	Essentials	Enhanced	Premium	CORE
Additional Benefits				
Vendor Management (liaising with third parties like Sage, Microsoft on your behalf where applicable)	✓	✓	✓	✓
Account Management with half yearly IT Strategy Meetings	✓	✓		✓
Account Management with (up to) four IT Strategy Meetings		✓	✓	Option
Monthly Reporting	✓	✓	✓	✓
IT Management Toolkit		✓	✓	Option

(1) SITsupport CORE - 2nd/3rd line support only  
(2) Limited support to cover when the internal IT manager goes on holiday

“Somerbys have been providing IT support and services to my Companies for 17 years unbroken. Throughout this period they have provided responsive and quality support and have taken on bespoke projects and adapted their service to meet our requirements. They are an important and reliable part of our infrastructure”

Paul Stanley,  
360 Globalnet Ltd



Call our experts for advice, or to arrange a consultation and tailor a package to suit your needs.

0333 456 4431

# Security Bundles

## Secondly choose your level of Security Protection

Service	Essentials	Enhanced	Premium
Who is it for?	For Essentials or Enhanced Support Clients	For Enhanced or Premium Support Clients	For Premium Support Clients only
Antivirus Software	✓	✓	✓
Incident Response	✓		
Advanced Endpoint Detection and Response		✓	✓
Cloud Backup (O365/M365)	✓	✓	✓
Email Filtering/Anti-spam protection	✓	✓	✓
Multifactor Authentication Setup for M365 Services	✓	✓	✓
Web Content Filtering	Option	✓	✓
Dark Web Monitoring	Option	Option	✓
Half Yearly Audit/Security Review (Fortify Assessment)	Option	Option	✓
Cyber Awareness Training	Option	Option	✓
Security Incident and Event Management (SIEM)			Option

Optional Bolt-on Services available for all Security Bundles
Multifactor Authentication (2FA/MFA) - Powered by Cisco Duo
Email Encryption
Password Manager
Cyber Essentials Tools and Certification

Application Whitelisting

# Pricing Examples

We offer flexible pricing plans to suit every budget, here are a couple of examples. For exact prices, call our expert team and secure your IT.

**Essentials Support and Security Bundles**  
With 10 employees  
from **£355** per month

**Enhanced Support and Security Bundles**  
With 20 employees  
from **£900** per month

“Somerbys IT provide fantastic support and advice teamed with outstanding customer service.”

**Elizabeth Payne**  
General Manager - Kilworth House Hotel



# Your friendly team of experts, we're on hand for all your IT support requirements, keeping your business running smoothly.



## Why Somerbys IT?



### Your trusted partner

Technology is the beating heart of your business, so when it comes to choosing an IT partner you can trust, look no further. Somerbys IT has been supporting businesses like yours for over 20 years. We take pride in building close relationships with our clients to understand their needs and offer a service that works for them.



### Driven by service excellence

We may be experts in all things IT, but that doesn't mean you have to be too. We're here to offer useful advice no matter how large or small your issue - just leave the heavy lifting to us. Ours is a fast and capable support service that you'll be happy to call on.



### Manage people, not machines

We help businesses build, operate and maintain a fast and secure IT environment, ensuring your teams have everything they need to get the job done. Taking care of all your hardware and software needs, we remove the burden of managing your technology so you can focus on running your business.



### Expertise on a personal level

We are always looking ahead for our customers. With technology developing at a breakneck pace, we continually develop our systems and services to offer reliability and best practice. You can rest assured in the knowledge that our expert team has got your back, helping you succeed, become more productive and stay secure.

## Our Values

### Authentic

Although we're technology experts, our strongest asset is our people. Customers love speaking to us because we provide a friendly, honest and personal service.

### Approachable

We're friendly and personable, and don't take ourselves too seriously. We're patient when dealing with difficult concepts and work hard to help clients understand so that they can make the right decisions to suit their needs.

### Dedicated

We're dedicated to ensuring every business we work with receives an exceptional service at all times. We regularly go above and beyond to exceed expectations and help our clients succeed.

### Progressive

When it comes to managing IT, we're the experts. Our wealth of experience gives us the ability to guide our clients with confidence. We stay on top of industry trends and developments.





# The technology team you can rely on.

Get in touch with one of our experts today:  
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Silver  
**Microsoft**  
Partner